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MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5001

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From: Commander
To: Distribution List

Subj: STANDING OPERATING PROCEDURE FOR HANDLING U.S. MAIL (SHORT
TITLE: SOP FOR HANDLING U.S. MAIL)

Ref: (a) DoD 4525.6-M
(b) DoD 4525.8-M
(c) OPNAVINST 5112.6C
(d) MCO P5110.4
(e) MCO 5110.5D
(f) MCO P5110.6B
(g) SECNAVINST 1640.9C
(h) Title 18 U.S.C.

Encl: (1) LOCATOR SHEET

1. Purpose. To promulgate procedures for postal services, handling of U.S. Mail, and operation of unit mailrooms per the references.
2. Cancellation. MCBO P5112.1.
3. Summary of Revision. This revision contains a significant number of changes and should be reviewed in its entirety.
4. Information. This manual is effective upon receipt. Commanding officers, directors, officers in charge, and staff section heads shall review all aspects of mail handling procedures under their cognizance to ensure conformance with the procedures hereby delineated.
5. Recommendations. Recommendations concerning this manual are invited and will be submitted to the Commander, Marine Corps Base (B 013) via the appropriate chain of command.
6. Certification. Reviewed and approved this date.

A handwritten signature in black ink, appearing to read "R. J. Abblitt", is written over the printed name.

R. J. ABBLITT
Chief of Staff

DISTRIBUTION: A

LOCATOR SHEET

Subj: STANDING OPERATING PROCEDURES FOR HANDLING U.S. MAIL (SHORT
TITLE: SOP FOR HANDLING U.S. MAIL

Location: _____
(Indicate the location(s) of the copy(ies) of this manual.)

SOP FOR HANDLING U.S. MAIL

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

SOP FOR HANDLING U.S. MAIL

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SOP FOR HANDLING U.S. MAIL

CHAPTER 1

RESPONSIBILITIES

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CHAPTER 1

RESPONSIBILITIES

1000. COMMAND POSTAL OFFICER. Responsible for the detailed supervision of mail handling procedures per references (a) through (d) and (f), the Command Postal Officer shall:

1. Maintain liaison with civilian and military postal authorities concerning postal matters affecting the base.
2. Supervise the administration and operation of the base postal system.
3. Investigate and take appropriate action concerning all confirmed or suspected irregularities in postal and mail handling procedures.
4. Conduct unannounced inspections as prescribed by directives.
5. Prepare and submit reports required by directives.

1001. MILITARY POSTAL CLERKS. Military Postal Clerks shall:

1. Process all incoming and outgoing mail per references (a) through (d) and (f), and the U.S. Postal Service directives.
2. Report all inquiries and claims concerning loss, rifling, delay, and damage of mail matter to the Command Postal Officer.

1002. OFFICIAL MAIL MANAGER. A senior military postal clerk assigned to the Base Post Office will be designated the Official Mail Manager. The Official Mail Manager shall:

1. Screen and sort all incoming official mail. Ensure delivery to Anacostia Naval Station for further processing.
2. Open, sort and deliver all official mail addressed to Commanding General, Marine Corps Combat Development Command or Commander, Marine Corps Base Quantico marked "Contains Consolidated Correspondence".
3. The military post office will open and distribute all incoming official mail addressed to the Commanding General, Marine Corps Combat Development Command or Commander, Marine Corps Base containing the endorsement "Contains Consolidated Correspondence."

1003. UNIT COMMANDERS OPERATING MAILROOMS. Comply with references (a) through (d) and (f), the unit commanders shall:

1. Appoint a commissioned, warrant, or staff noncommissioned officer (E-7 or higher) or Department of Defense (DoD) civilian (GS-7 or higher) as the unit postal officer.
2. Appoint a commissioned, warrant, or staff noncommissioned officer (E-7 or higher) or DoD civilian (GS-7 or higher) as the unit Official Mail Manager. The appointment may be an additional duty appointment. It shall be made in writing and include the appointee's official address and telephone number. Official mail managers will be appointed from the administrative element within each activity.
3. Appoint unit mail clerks/orderlies per references (a) and (c), and this manual.
4. Ensure unit postal officer and mail clerk/orderly assignments are kept to an absolute minimum. As a guideline, no assignments of personnel with less than 12 months remaining on station shall be made.
5. Ensure that mail clerks/orderlies receive proper training prior to assuming mail handling duties.
6. Promulgate a unit mail handling order written in compliance with references (a) through (d) and (f). A copy of the manual will be posted outside of mailrooms and on unit bulletin boards.
7. Require all personnel assigned to check-in and check-out with the unit mailroom.
8. Require mailrooms to maintain a current mail directory file utilizing NAVMC 10572-PD, Mail Directory File Card.
9. Submit a report of corrective action taken on all discrepancies listed during the Command Postal Officer's quarterly unannounced inspection, when such inspection results in an unsatisfactory rating. The report will be submitted to the Commander, Marine Corps Base (B 051) no later than 10 working days from the date of inspection, with a copy to the Command Postal Officer.
10. Ensure that mailbags are only used to transport mail, with excess bags being returned to the serving post office.
11. Ensure that OPNAV 5110/5, Notice of Change of Address, is available to individuals and properly utilized per references (a) and (c).
12. Requisition and maintain a 30-day supply of the following:
 - a. DD Form 285, Mail Orderly/Clerk Appointment Card.
 - b. OPNAV 5110/5, Change of Address Card (two cards for each member assigned on unit rolls).

c. NAVMC 10572-PD, Mail Directory File Card.

d. DD Form 2260, Mail Orderly/Clerk Appointment Log.

13. Per reference (d), units operating mailrooms will publish plans for emergency destruction of U.S. Mail in danger of capture. If sufficient advance warning is received, deliver or dispatch mail on hand and then suspend operations and transport postal effects and supplies to a safe area. When insufficient advance warning is received to permit carrying out completely the provisions of paragraph 2015.1 and upon order of the commanding officer or senior officer present, evacuate or destroy mail and postal effects per the prioritized list contained in chapter 2, section C2.16 of reference (a).

1004. UNIT POSTAL OFFICERS. Responsible for the detailed supervision of the unit's internal mail handling procedures per references (a) through (d) and (f), and this manual. The unit postal officer shall:

1. Attend training at the Base Post Office prior to assuming unit postal officer and assistant unit postal officer duties.
2. Conduct weekly-unannounced mailroom inspections on different days of the week. The Automated Inspections Reporting System Mailroom Inspection Checklist will be used to conduct weekly-unannounced mailroom inspections.
3. Maintain control of DD Form 2260, Mail Orderly/Clerk Appointment Logs and all blank DD Form 285, Mail Orderly/Clerk Appointment Cards. DD Form 2260, Mail Orderly/Clerk Appointment Logs will be retained for 2 years from date of last revocation.
4. Serialize all completed DD Form 285, Mail Orderly/Clerk Appointment Cards for accountability and record sequentially on the logs.
5. Verify daily that all accountable mail (express, registered, certified, numbered insured, return receipt for merchandise and delivery and signature confirmation) has been properly delivered by initialing PS Form 3883, Firm Delivery Receipt.
6. Notify the serving post office in writing upon revocation of mail clerks who receipt for mail from the post office.
7. Maintain and control duplicate mailroom keys and combinations in a sealed envelope, secured in a safe.
8. Ensure mail clerks and mail orderlies receive proper training prior to assuming mail handling duties.

9. Ensure mail is properly handled and delivered in a timely manner.
10. Ensure the Unit Mailroom/Military Distribution Center (UMR/MDC) is operated in compliance with the references.
11. Notify the Commander and serving post office of all suspected or known postal offenses or losses.
12. Ensure the NAVMC 10572-PD, Mail Directory File Cards and mail processing records are properly maintained.

1005. UNIT MAIL CLERKS

1. Attend training at the Base Post Office prior to assuming mail handling duties.
2. Operate the UMR/MDC and be thoroughly familiar with references (a) through (d) and (f), and this manual.
3. Maintain a mail orderly call/receipt log to include the following information: Legible signature, DD Form 285, Mail Orderly/Clerk Appointment Card serial number, date, and time mail orderlies received mail from the mailroom.
4. Ensure that mail orderlies have their DD Form 285, Mail Orderly/Clerk Appointment Card in their possession while handling mail.
5. Maintain a directory file system arranged alphabetically by last name in one file regardless of status or rank per paragraph 6002 of reference (d).
6. Obtain information for updating directory files from the following sources: Copies of orders/rosters, morning reports, OPNAV 5110/5, or Change of Address Cards.
7. Record the date of receipt and date information was recorded on the mail directory file card on the first page of the source document.
8. Initial the DD Form 285, Mail Orderly/Clerk Appointment Card with the card number of clerk performing the update.
9. Maintain unit morning reports and other source documents for 6 months from posting date.
10. Back stamp all mail that is received in the UMR/MDC to show a date of receipt.
11. Ensure that mail orderlies are not holding mail overnight.

12. Maintain directory files per reference (f).
13. Return all mail addressed to unauthorized users of the Military Postal Service to the serving post office.
14. Report all suspected or known violations, delays, rifling, damage, or depredations of the mail to the unit postal officer immediately. [See figure 5-1 of reference (a)].
15. Advise all personnel assigned that are serviced by U.S. Postal Service to notify their correspondents of their quarters address for personal mail. Only official business mail and mail for Marines assigned to bachelor enlisted quarters/bachelor officer quarters may be received through unit mailrooms to prevent duplication of U.S. Postal Service.
16. Place endorsements on mail per this manual. Do not allow mail orderlies to write on mail.
17. Post DD Form 1115, Mailroom Hours of Operation, showing mail call hours immediately outside of mailroom. Hours will correspond with hours shown in unit mail handling orders.
18. Require all personnel reporting in or departing to fill out OPNAV Form 5110/5, Change of Address Card.
19. Safeguard mail in their possession.
20. Ensure entry to the UMR/MDC is limited to authorized individuals.
21. Perform directory service on all undeliverable mail and return it to the servicing post office at the next mail call.
22. Ensure official mail is delivered to the addressee or to the authorized agent designated in writing by the commanding officer to receipt for official mail.

1006. MAIL ORDERLIES

1. Attend training at the UMR prior to assuming mail handling duties.
2. Effect person to person delivery of mail to addressee, or agent authorized in writing, only. Do not leave mail unattended.
3. Return undeliverable mail to the UMR the same day as receipt with supporting documentation stating why it could not be delivered.
4. Do not write on mail.

5. Report known or suspected postal offenses to the unit postal officer immediately.
6. Pick up mail at times specified and safeguard at all times.
7. Do not handle personal accountable (registered, certified, numbered insured) mail.
8. Deliver official mail to the addressee or to the authorized agent authorized by the commanding officer to receipt for such mail.

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CHAPTER 2

ADMINISTRATIVE AND OPERATING PROCEDURES

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CHAPTER 2

ADMINISTRATIVE AND OPERATING PROCEDURES

2000. DESIGNATION OF POSTAL PERSONNEL. All military postal clerks will be designated on DD Form 2260, Mail Orderly/Clerk Appointment Log, and appointed on DD Form 285, Mail Orderly/Clerk Appointment Card.

2001. LOCATIONS AND HOURS OF OPERATION OF POST OFFICES

1. Military Post Office. This office is located at 401 6th Avenue, Quantico. Hours of operation are 0730-1600 Monday, Tuesday, Thursday, Friday, and 0730-1200 on Wednesday. Holiday hours are observed in accordance with Marine Corps Base Quantico.

2. U.S. Post Office. The U.S. Post Office is located at 400 5th Avenue, Quantico. Hours of operation are 0830-1700 on weekdays and 0900-1200 on Saturdays.

2002. U.S. MAIL COLLECTION BOXES

1. Mail collection boxes are located in areas designated to provide the best service for personnel and are the only such boxes authorized for use. The hours of collection are posted on each mail collection box. Requests for increases or decreases in the number of boxes, changes of location or changes to the hours of collection at such boxes must be submitted to the Commander, Marine Corps Base (B 013), describing each desired change with complete justification. The Postmaster, Quantico may authorize new mail collection boxes and/or changes in location for present ones. No Marine official business mail may be deposited in these collection boxes.

2. All military postal clerks will insure that each collection box is picked up on time and all outgoing mail will be delivered to U.S. Postal Service for dispatch in Building 716. The postal clerk must sign a log book at pick up of collection boxes and request a signature from U.S. Postal Service of receipt of delivery. Collection boxes are serviced by both the military and civilian post offices as follows:

a. Military collection boxes:

MCCDC	3300 Russell Rd	Quantico, VA
WTBn	27211 Garand Rd	Quantico, VA
WTBn	27266 Garand Rd	Quantico, VA
TBS	24164 Belleau Ave	Quantico, VA
TBS	Classroom	Quantico, VA
TBS	Chow Hall	Quantico, VA

b. U.S. Postal Service collection boxes:

400	Fourth Ave	Quantico, VA
3048	Bordeleon St	Quantico, VA
2034	Barnett Ave	Quantico, VA
3250	Catlin Ave	Quantico, VA
3500	Russell Rd	Quantico, VA
2000	Hawkins Ave	Quantico, VA
2189	Elrod Ave	Quantico, VA
301	Potomac Ave	Quantico, VA
3300	Purvis Rd	Quantico, VA
3280	Russell Rd	Quantico, VA
3259	Catlin Ave	Quantico, VA
1	FBI Academy	Quantico, VA

2003. RECEIPT AND DISPATCH OF MAIL

1. Receipt. Mail addressed to this base is received daily, Monday through Friday at the U.S. Post Office. Once the mail is sorted it is available to unit mail clerks through the serving unit post office for further processing and delivery.

2. Dispatch. All outgoing official mail is dispatched daily. The postal clerk will ensure all outgoing official mail has proper addresses and will deliver all outgoing official mail to the postal driver from Naval Postal Operations, Anacostia Annex, Washington D.C., where postage will be supplied and dispatched.

2004. UNAUTHORIZED TRANSACTIONS

1. Removal of postage stamps from mail prior to delivery to addressees is prohibited.

2. No military postal clerk, mail clerk, or orderly may act as an agent for any other person to receipt for personal accountable mail.

2005. ACCEPTANCE, HANDLING, AND TREATMENT OF MAIL

1. Improperly prepared articles will not be accepted for mailing.

2. The secrecy of the mail is vital. An article is considered to be mail when in the U.S. Postal Service or military postal channels with affixed postage.

3. Information regarding addresses, postmarks on mail, and records of registered, insured, and certified mail will be furnished only to senders, addressees, or their agents specifically authorized in writing.

2006. SPECIAL MAIL SERVICES

1. Registered mail shall be handled per U.S. Postal Service and Department of Defense instructions.
2. Where there is evidence of loss, damage, or tampering with registered mail, the facts will be determined immediately and a report will be submitted to the Command Postal Officer. If registered mail contains classified matter comply with reference (c).
3. Special delivery mail will not be honored in the military postal system, but will be handled as ordinary mail.

2007. NONMAILABLE MATTER

1. Nonmailable matter includes all matter which is prohibited from being sent through the mail.
2. Matter which is prohibited includes, but is not limited to:
 - a. Intoxicating liquors.
 - b. Habit-forming and illegal drugs.
 - c. Any materials which may kill or injure persons or damage the mail or other property.
 - d. Ammunition and explosives of all types.
 - e. Obscene and indecent matter.
 - f. Contraband items.
 - g. Lotteries, frauds, and libelous matter.
 - h. Any letters, publications, or other items containing any matter advocating or urging treason, insurrection, or forcible resistance to any law of the U.S.; or any letter or other matter containing any threat to take the life of, or inflict bodily harm upon the President of the U.S.
 - i. Publications which violate U.S. copyright laws.
 - j. Perishable matter, plant quarantines, switchblade knives, and concealable firearms except under special rules, conditions, and restrictions.
 - k. U.S. Government property intended for personal use, except for those items that have been sold through authorized agencies of the Government and are accompanied by purchase/sales receipts.

3. When senders are in doubt as to whether any matter is mailable, they should inquire at the serving post office. The burden rests with the individual sender to ensure compliance with the law. The sender may be held fully liable for introduction of non-mailable matter into the mails. To avoid acceptance of non-mailable matter and ensure compliance with postal regulations and laws, the sender will be required to declare the contents of all parcels before acceptance for mailing. U.S. law provides severe penalties for anyone who knowingly deposits mail or causes to be mailed or delivered, anything declared non-mailable by law.

2008. INQUIRES AND CLAIMS

1. Inquires and claims for mail may be filed at any post office. If filed at the post office of the addressee, the addressee must furnish sufficient information for the proper search of delivery records or for the initiation of a postal claim for indemnity.

2. When articles are mailed and addressed for delivery in the continental U.S., inquiries or claims for lost registered, certified, or insured mail may be filed by the sender or addressee.

3. When articles are mailed to or from military post offices outside the continental U.S., inquiries or claims for lost registered or insured mail may be electronically filed by the sender after 15 days have elapsed from the date of mailing.

4. Inquiries concerning official registered mail will be accepted if sufficient time has passed for the article to be delivered, normally 5-7 days.

2009. MAIL PRIVILEGES FOR CONFINED PERSONNEL. Mail privileges extended to prisoners will be per references (a) and (g).

2010. ARTICLES FOUND LOOSE IN THE MAIL. Opened mail received by any military postal clerk or mail clerk must be endorsed "Received Unsealed." When mail is received damaged, it will be endorsed "Damaged in the Postal Service." Such articles will be securely sealed or rewrapped to prevent loss of contents. After proper endorsing, the wrappers will be initialed and forwarded to the addressee. A rewrap log will be maintained listing date of receipt, DD Form 285, Mail Orderly/Clerk Appointment Card serial number of clerk, and address of delivery.

2011. WRAPPERS FOUND WITHOUT CONTENTS. When wrappers of domestic parcels (except registered), are found separated from contents in the course of handling and the contents are not identified, the Command

Postal Officer will send the address portion of the wrapper or container to the sender with instructions for initiating appropriate action.

2012. SAMPLE OFFICIAL MAILING ADDRESS. The following sample mailing addresses are provided:

COMMANDING OFFICER
HQCO (S-1) HQSVCBN
MCB
2006 HAWKINS AVE
QUANTICO VA 22134-5043

Address Format:

1st line - Name of recipient
2nd line - Company, section, battalion, and code
3rd line - MCCDC or MCB
4th line - Building number and street
5th line - City, state, and zip+4

2013. DIRECTORY SERVICE. The postal directory service is maintained in order to provide proper disposition of mail, which is received improperly or incorrectly addressed (see chapter 3).

2014. GUARD MAIL

1. All unclassified correspondence destined for activities aboard the base, or served by the base courier service will not be entered into the U.S. Postal Service.
2. Activity heads will ensure that no SF-65, U.S. Government Messenger Envelopes, are used to transmit U.S. Mail.
3. Guard mail will not be processed or intermingled with U.S. mail.
4. The Base Guard Mail Section is located at 3250 Catlin Avenue (Lejeune Hall, room 106), Quantico, VA.

2015. BUSINESS REPLY MAIL

1. Business Reply Mail is to be used by all Federal government departments and agencies per reference (d).
2. "Postage and Fees Paid" prepaid envelopes and cards are not authorized to be used as reply mail. Whenever a return response is desired, a business reply envelope or card will be used.

2016. TRANSPORTATION

1. The Assistant Chief of Staff, G-4 will provide two vehicles to the Command Postal Officer to meet mail schedules for collection and delivery of mail.

2. Mail clerks/orderlies will be assigned by the unit commanding officers. The mail clerk/orderlies will not leave the vehicle at any time while mail is aboard the vehicle, except while loading, unloading, or collecting mail, at which time the vehicle will be kept in sight. In case of an accident or mechanical breakdown, the mail clerk will request the first available person to contact the Command Postal Officer/Chief.

2017. MAIL HANDLING PROCEDURES FOR ROUTINE AND SUSPICIOUS MAIL

1. Protection for Routine Mail Handling. Personnel who handle mail shall wash hands after handling mail. Recipients should open mail with a letter opener or another method that minimizes skin contact with the mail and is least likely to disturb contents. Do not blow into envelope. Keep hands away from face (nose and mouth) when handling mail.

2. Identification of Suspicious Explosive Packages and Letters

a. Inappropriate or unusual labeling - Excessive postage; handwritten or poorly typed addresses; misspellings of common words; strange return address or no return address; incorrect titles or title without a name; not addressed to a specific person; marked with restrictions, such as "Personal," "Confidential," or "Do Not X-Ray;" marked with any threatening language; postmarked from a city or state that does not match the return address.

b. Appearance - Powdery substance felt through or appearing on the package or envelope; oily stains, discolorations, or odor; lopsided or uneven envelope; excessive packaging material such as masking tape, string. Etc.

c. Other suspicious signs - Excessive weight; ticking sound; protruding wires or aluminum foil.

3. Response to a Suspicious Package

a. If a letter is suspicious, remain calm and stop all mail processing. If it has not been opened, do not do so.

b. Do not carry the package or envelope, show it to others or allow others to examine it. Place the package on a horizontal

surface with all identifiable markings and labels facing upward so that they are visible to first responders.

c. Place the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.

d. Close the nearest set of doors that will isolate the area and keep all affected personnel in the isolated area.

e. Take actions to prevent others from entering the area.

f. Call 911 and follow instructions.

g. Contact a supervisor.

h. If available in the isolated area, wash hands and any other exposed skin with soap and water.

4. Safety Precautions for Suspected Explosive Device

a. Do not use radio equipment to transmit.

b. Do not move light switches.

c. Do not accept packages simply because they are delivered by routine means.

d. Do not touch a suspected explosive device.

e. Do not cover, carry, open, cut string or wire, or remove wrapping on suspicious objects.

5. Handling a Suspicious Explosive Letter or Package

a. Do not open the article.

b. Isolate the mailing and evacuate the immediate area.

c. Do not place in water or confined space such as a desk drawer.

d. Call 911 and follow instructions.

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CHAPTER 3

MAIL DIRECTORY SERVICE

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CHAPTER 3

MAIL DIRECTORY SERVICE

3000. GENERAL. This chapter contains instructions for developing and maintaining a mail directory file and establishes procedures for processing undeliverable-as-addressed mail.

3001. UNDELIVERABLE MAIL

1. Mail received that is addressed to the unit, but for which no record of the addressee exists and no forwarding request has been made, is undeliverable mail.

2. When no record of the addressee exists in the directory file:

a. Draw a single diagonal line through the incorrect portion (only) of the address (Note: name, base, city, and state may be correct). Do not obliterate the information. Window envelopes need only an "X" on each side of the window corresponding with the line being deleted.

b. On all no record and readdressed mail, a grease pencil must be used to cover the bar codes, city, state and zip codes.

c. On the reverse side of envelope print: No Record, unit, date, DD Form 285, Mail Orderly/Clerk Appointment Card number, and initials (i.e., No Record, Headquarters Service Battalion, 061015, #001, JDM).

d. Return all no record mail to the serving post office the next working day.

3. Mail received that is addressed to another unit aboard the installation:

a. Do not make any marks on the front or address side of envelope.

b. On the reverse side of envelope print: Missent, unit, date, DD Form 285, Mail Orderly/Clerk Appointment Card number, and initials (i.e., Missent, Headquarters Service Battalion, 061015, #001, JDM).

c. Return all missent mail to the serving post office the next working day.

4. Mail received for personnel who are temporarily absent and for whom no forwarding request has been made requires no endorsement. Simply attach a copy of the morning report or written authorization with inclusive dates and hold until date of return. Mail for

personnel on Temporary Additional Duty (TAD) in excess of 30 days will be forwarded to their TAD command.

5. Mail received for military personnel in an unauthorized leave status may be held for 30 days or until declared a deserter; no endorsement is made on the mail. Attach a form (see figure 3-1) with unit diary number declaring deserter status and return to the serving post office.

6. Mail received for deceased personnel will not be endorsed in any way, but will be returned to the serving post office with a form (see figure 3-1) attached showing unit dairy number and signature of official (e.g., commanding officer, executive officer, adjutant, etc.) certifying that the next of kin has been notified.

3002. READDRESSED (FORWARD) MAIL. Readdressed mail is mail received for personnel no longer assigned to the base or who are temporarily absent and the individual must make a forwarding request.

1. Personnel Reassigned to Another Military Installation (Permanent or Temporary Additional Duty Excess) for Which a Forwarding Address is on File:

a. Draw a single diagonal line through the incorrect portion of the old address (window envelopes "X" on each side of the window).

b. Provide any missing information (i.e., grade, full name, USMC, etc).

c. Below and to the right of the original address legibly print in black ink the complete/correct new address and estimated date of arrival or utilize a computer generated label.

d. Bundle this mail separately from no-record, missent, and on-base readdressed mail.

e. Return readdressed mail to the serving post office the next working day.

2. Mail Received for Personnel Who Have Been Discharged or Transferred Who Have Provided a Civilian Forwarding Address

a. Draw a single line through the incorrect portion of the address using a grease pencil.

b. Below and to the right of original address legibly print the complete/correct new address or utilize a computer generated label.

c. If an individual desires mail to be returned to sender instead of forwarding to new civilian address, and files a change of address with "return to sender" in new correct address block, then endorse/process the same as no record mail, except annotate refused instead of "N/R" (no record) on backside endorsement.

d. Mark out "Quantico, VA 22134" and bar code with a grease pencil.

3. Hospitalized. Mail for personnel who are hospitalized for more than 3 working days shall be readdressed as follows:

WARD NUMBER _____
NATIONAL NAVAL MEDICAL CENTER
BETHESDA MD 26814-

WARD NUMBER _____
WALTER REED ARMY MEDICAL CENTER
WASHINGTON DC 20012-

WARD NUMBER _____
U S DEWITT ARMY COMMUNITY HOSPITAL
FT BELVOIR VA 22060-

Note: Contact the Marine liaison at military hospitals for ward numbers and complete zip codes.

4. Correction Facility. Mail for personnel in hands of military authorities aboard this base shall be readdressed as follows:

3247 ELROD AVE
QUANTICO VA 22134-5035

Note: On the back of the article print: Unit Diary number and DD Form 285, Mail Orderly/Clerk Appointment Card number (i.e., Unit Diary # _____, DD Form 285 # _____). Endorsements such as JAIL, BRIG, CONFINEMENT, ETC., SHALL NOT BE USED.

5. In Hands of Civilian Authorities. Mail received for personnel who are incarcerated by civilian authorities and to whom delivery of mail at the facility can reasonably be expected is processed in the following manner:

a. Place all mail in official business envelope (smallest envelope possible).

b. Include a letter of transmittal requesting that delivery be effected.

c. Include a business reply envelope for mail to be returned in the event it is not deliverable.

d. Make no endorsements on the mail (i.e., jail, brig, confinement, etc.).

6. Pledge Mail. Mail received that has a request above or below the return address stating: "If undeliverable within 10 days return to" or words to that effect must be returned to the serving post office in ample time to comply with the "Pledge," regardless of reason for non-delivery.

SOP FOR HANDLING U.S. MAIL

(Letter Head)

5112
(Originator Code)
(Date)

MEMORANDUM

From: Unit Name
To: Base Postal Directory, Marine Corps Base, Quantico, Virginia
22134-5006

Subj: RETURNED UNDELIVERABLE

Attached article(s) of mail is (are) returned as undeliverable or retained for individual listed below due to:

Name: _____ Work Section: _____
(Last) (First) (Middle)

(Complete and Check as Appropriate)

Reason for Retention/Nondelivery

Unit Diary (Since _____)
(Date)

Deserter (Unit Diary From _____ to _____)
(Date) (Date)

Deceased (This is to certify that the above named person is deceased and next of kin have been notified.)

Other: _____
(Specify reason)

Unit Diary Number: _____ Dated: _____

(Unit Postal Officer)

(Mail Clerk)

Figure 3-1.--Format for Returned Undeliverable U.S. Mail.

SOP FOR HANDLING U.S. MAIL

CHAPTER 4

POSTAL LOSSES AND OFFENSES

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SOP FOR HANDLING U.S. MAIL

CHAPTER 4

POSTAL LOSSES AND OFFENSES

4000. NOTIFICATION UPON DISCOVERY. Upon discovery of an irregularity pertaining to mail, mail equipment, mail keys, or postal effects which are in military custody for transmission, delivery, or use, the following actions will be taken:

1. Any person making such discovery will immediately inform the Commanding Officer, who will notify the Command Postal Officer. Personnel should be informed not to report suspected violations to mail clerks or postal clerks as this may forewarn the individual responsible for the violation and affect any investigation.
2. In the event that a post office or mailroom is discovered unsecured, the person making the discovery shall immediately isolate the area, and permit no one to enter the mailroom until the arrival of the Command Postal Officer or unit postal officer. Instructions to this effect shall be posted outside unit mailrooms.
3. In the event investigative assistance is required, the Command Postal Officer will initiate action to obtain assistance from Naval Criminal Investigative Service.

4001. SUBMISSION OF DOCUMENTS

1. The Commanding officer will ensure that two copies of all pertinent documents concerning postal violations and investigations are immediately forwarded to the Commander, Marine Corps Base (B 013). Such documents will include correspondence pertaining to the incident, reports of investigation, and final disposition of the case.
2. Personnel committing offenses against the U.S. Mail may be subject to punishment under the Uniform Code of Military Justice and to prosecution for violation of reference (h).

SOP FOR HANDLING U.S. MAIL

CHAPTER 5

OFFICIAL MAIL

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SOP FOR HANDLING U.S. MAIL

CHAPTER 5

OFFICIAL MAIL

5000. COST SAVING MEASURES

1. The Command Postal Officer will forward all official mail to Naval Station Anacostia for proper postage. Therefore, all official mail will be delivered to the Base Post Office for consolidation and processing.
2. Postal clerks will consolidate and forward outgoing official mail destined for a single location. The endorsement "Contains Consolidated Correspondence" will be stamped/printed on the lower left address side of the container.
3. Official mail deposited in mailboxes or delivered to civilian post offices will be returned to the sender.
4. Organizations may use bulk mailing for reduced postage rates per reference (d).

5001. USE OF OFFICIAL MAIL

1. Organizations will apply controls on the use of official mail, including limiting the use of special mail services per reference (b).
2. All official mail must bear the complete/correct official activity address including Zip+4 in the upper left-hand corner. Instructions are contained in chapter 3, section C3.6.5.1 of reference (b) and chapter 1 paragraph 3 of reference (d). Organizations should periodically view their addresses to ensure they are complete and correct. Samples of official mail addresses are as follows:

COMMANDING GENERAL MCCDC
ASSISTANT CHIEF OF STAFF G-3 (C 461) (See note)
MCCDC
3300 RUSSELL RD
QUANTICO VA 22134-5001

COMMANDER MCB
ASSISTANT CHIEF OF STAFF G-1 (B 01) (See note)
MCB
3250 CATLIN AVE
QUANTICO VA 22134-5001

COMMANDING OFFICER
HQCO HQSVC BN (B 276)
MCB
2006 HAWKINS AVE
QUANTICO VA 22134-5043

Note: Place intracommand code, platoon, work section, as desired in the parenthesis. This facilitates delivery within the organization to the lowest echelon.

3. Official mail is not authorized for personal use or for transmitting matter for any purpose other than official Marine Corps business, per references (b) and (d).

5002. ENDORSEMENTS AND SERVICES

1. The sender must specify the type of service desired (i.e., first-class, priority, parcel post, etc.).

2. All personnel addressing official mail will refer to the Standard Navy Distribution List, Parts I and II or reference (c) for correct and proper addressing of mail. All addresses must include the appropriate Zip+4.

3. All personnel who prepare and deliver official mail to the Command Adjutant or Command Postal Officer for mailing, must comply with references (b), (c), and (d).

5003. POSTAGE DUE MAIL ADDRESSED TO U.S. GOVERNMENT AGENCIES. Any mail received through U.S. Postal Service channels addressed to activity heads of this base with insufficient postage will be returned to the sender without any attempt to deliver.

5004. USE OF OFFICIAL MAIL BY CONTRACTORS AND VENDORS. No contractor or vendor for whatever reason, may use official mail unless so authorized in their contract.

5005. EXPRESS MAIL

1. The Command Postal Officer is responsible for detailed supervision of express mail per reference (d) and shall:

a. Control the use of express mail and ensure that next day service is an essential requirement to mission accomplishment, and not a convenience.

b. Determine if any compelling circumstances preventing the items from being ready in time for normal mail transit.

c. Ensure that the recipient will be present to accept the document.

d. Examine less expensive or alternate means of transmission.

2. Inquiries for the authorization of express mail can be answered by the Command Postal Officer at 703-784-2151.

5006. CLASSIFIED MATERIAL SCREENING POINT. Classified material will be screened by the Base Security Manager.

SOP FOR HANDLING U.S. MAIL

CHAPTER 6

ACCOUNTABLE MAIL

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FIGURE

6-1	FORMAT FOR LETTER OF AUTHORIZATION TO RECEIPT FOR OFFICIAL ACCOUNTABLE MAIL	6-5
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SOP FOR HANDLING U.S. MAIL

CHAPTER 6

ACCOUNTABLE MAIL

6000. DEFINITION. Accountable mail is defined as registered, certified, numbered insured, express mail, and return receipt merchandise. Handle this mail according to instructions contained in reference (a), and this manual.

6001. OFFICIAL MAIL

1. Official accountable mail can be handled by mail clerks at the discretion of activity heads. Accountable mail will be addressed to the activity head or to the agent so designated in writing, in the format depicted in figure 6-1. A copy of the signed letter will be posted in the activity mailroom. Letters that are cancelled or superseded are kept in the mailroom for a period of 2 years from the date of cancellation.

2. Whenever it becomes necessary for one mail clerk to deliver official accountable mail to another mail clerk or to return undeliverable official accountable mail back to the serving post office, the alternate mail clerk or military Postal Clerk will sign for the accountable mail on PS Form 3883, Firm Delivery Receipt for Accountable and Bulk Delivery Mail, to maintain the chain of receipts. Official accountable mail will not be retained in mailrooms overnight. However, due to their long training hours, The Basic School and Officer Candidates School have 24 hours to execute delivery.

3. Instructions "NOT TO OPEN THE PACKAGE" should be given to those personnel authorized as agents to receipt for, open, and make distribution of accountable mail upon discovery of classified material or when the inner wrapper indicates that classified material is contained. Contact the Classified Material Control Officer or other designated individuals for security matters. The entire package should be taken immediately to the Classified Material Control Center, unopened per reference (h).

6002. PERSONAL MAIL

1. The delivery of personal accountable mail will be made at the serving post office of the addressee upon proper identification. Mail clerks/orderlies are not authorized to handle personal accountable mail. However, due to their long training hours, mail clerks at The Basic School and Officer Candidates School may handle personal accountable mail. If a mail clerk inadvertently receives personal accountable mail, they will immediately return it to the military postal clerk at the serving post office for disposition.

2. When personal accountable and express mail has been received at the serving post office, a completed PS Form 3849, Mail Delivery Notice Reminder Receipt, will be delivered to the addressee in the same manner as an article of first-class mail. The addressee must pick up the article at the serving post office listed on the form.

3. When the PS Form 3849, Mail Delivery Notice Reminder Receipt, is undeliverable due to leave or temporary absence of the addressee, a suitable entry will be made on the reverse side [i.e., "On leave, will return (date)"]. The form will then be signed and dated by the mail clerk and returned to the serving post office within 24 hours of receipt.

SOP FOR HANDLING U.S. MAIL

(Letter Head)

5112
(Originator code)
(Date)

From: Commanding Officer/Director/Head etc.
To: Individuals by Grade, Name, USMC
(Multiple addressees are proper)

Subj: AUTHORIZATION TO RECEIPT FOR, OPEN, AND MAKE DISTRIBUTION
OF OFFICIAL ACCOUNTABLE MAIL ADDRESSED TO (COMMANDING OFFICER/
DIRECTOR/HEAD ETC. OF THE ACTIVITY)

Ref: (a) DoD 4525.6-M
(b) MCO P5110.6B

1. Per the references, you are hereby authorized to receipt for, open, and make distribution of official accountable mail addressed to (activity Commanding Officer/Director/Head etc. and their address).
2. This letter cancels all previous authorizations.

NAME OF AGENT

SAMPLE SIGNATURE

(Signature of Commanding Officer/Director/Head etc.)

Copy to: Mail Clerk

Figure 6-1.--Format for Letter of Authorization to Receipt
for Official Accountable Mail.

SOP FOR HANDLING U.S. MAIL

CHAPTER 7

INSPECTIONS

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WEEKLY MAILROOM INSPECTIONS	7002	7-3

SOP FOR HANDLING U.S. MAIL

CHAPTER 7

INSPECTIONS

7000. PURPOSE. Postal inspections are conducted per references (a) and (f) to ensure:

1. U.S. Government property is properly accounted for, protected and maintained.
2. U.S. Mail is properly handled.
3. U.S. Marine Corps personnel are complying with regulations governing the agreement between the U.S. Postal Service and Department of Defense.

7001. UNIT MAILROOM INSPECTIONS

1. The U.S. Postal Service inspectors, upon proper identification, are authorized to conduct inspections of military postal activities. All personnel will cooperate with the U.S. Postal Service inspectors.
2. The Command Postal Officer, or designated representative, will inspect all established mailrooms once each quarter. Results of the inspection will be recorded on the Automated Inspections Reporting System (AIRS) Checklist. A copy will be provided to commanding officers. All reports of quarterly inspections shall be reviewed and approved by the Command Postal Officer.
3. The Commanding Officer concerned, if available, will be debriefed on all inspections, otherwise, the executive officer, adjutant, or unit postal officer will be debriefed.
4. Commanding Officers shall submit a report of corrective action taken on all findings noted on the Quarterly Mailroom Inspection Report when such report reflects an unsatisfactory rating. Commanding Officers will submit the report of corrective action within 10 working days after date of receipt of the report to the Commander, Marine Corps Base (B 051) with a copy to the Command Postal Officer (B 013). The unsatisfactory mailroom will be re-inspected within 30 days. The Commanding Officer may request a courtesy inspection only after the report of corrective action has been received.

7002. WEEKLY MAILROOM INSPECTIONS

1. Organizational or unit postal officers shall conduct an

unannounced weekly inspection to ensure compliance with all pertinent regulations and instructions.

2. Additionally, unit postal officers will inspect section mail orderlies and mail handling procedures of all activities served by the mailroom to ensure personnel are thoroughly familiar with their duties and responsibilities as mail orderlies, and to ensure that mail is properly protected, delivered and processed at all echelons.

3. Results of weekly mailroom inspections are reported on the AIRS Checklist. One legible handwritten inspection will be required and shall be maintained in the mailroom until the next Commanding General or equivalent quarterly mailroom inspection.

4. General guidelines for assigning rating are as follows:

a. Mission Capable. The command/unit possesses the requisite training skills, equipment, personnel, and understanding to accomplish its assigned mission, tasks, and functions.

b. Non-Mission Capable. The command/unit does not possess the requisite training skills, equipment, personnel, and understanding to accomplish its assigned mission, tasks, and functions.

c. Discrepancy. An error or failure to comply with guidance, direction, or action as stated in appropriate and applicable directives.

d. Trends. A single discrepancy that occurs with a frequency that constitutes 10 percent or more of the sample inspected.

e. Finding. A significant problem within the command which:

(1) Detracts from the command's readiness.

(2) Is a practice that could lead to waste, fraud or abuse.

(3) Involves issues to health, morale, or welfare of personnel.

(4) Significantly deviates from Marine Corps and/or higher headquarters policies and procedures.

SOP FOR HANDLING U.S. MAIL

CHAPTER 8

POSTAL SERVICE CENTER MAIL BOXES

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SOP FOR HANDLING U.S. MAIL

CHAPTER 8

POSTAL SERVICE CENTER MAIL BOXES

8000. GENERAL. Mail receptacles are assigned for the service member's exclusive use and shall be used only for the delivery of matter bearing postage, official postal notices, matter authorized by the Military Postal Service Agency (MPSA), or other matter specifically authorized by the Command Postal Officer. Mail receptacles will be assigned to service members permanently assigned to Quantico residing in the barracks.

8001. RECEPTACLE USE. The following is guidance relative to the purpose for which individuals may use assigned mail receptacles.

1. Mail receptacles will not be assigned to more than one person.
2. Persons not authorized military post office privileges are not authorized to receive mail through the receptacle of an authorized box holder.
3. When it has been detected that an unauthorized person is receiving mail through the receptacle of an authorized user, mail will be returned to sender endorsed "ATTEMPTED NOT KNOWN."
4. Receptacles may not be used for the conduct of business ventures for personal gain or profit.
5. Receptacles will not be used for the delivery of mail addressed "In Care Of" or "c/o."
6. The following sample personal mailing address is provided:

LCpl Marine I. M.
2001 Barnett Ave
Unit 6001
Quantico VA 22134-2001

Address Format:

- 1st line - Rank and Name of recipient
- 2nd line - Barracks Number followed by Street Name
- 3rd line - The word "Unit" followed by Post Office Box Number
- 4th line - City, state, and zip+4

8002. DELIVERY OF MAIL THROUGH MAIL RECEPTACLES

1. Only letters or packages with postage or postal notices will be placed in mail receptacles.

2. Postal clerks will deliver personal mail to post office boxes at following barracks: 2001, 2002, 2003, 2046, 2074, 2106, 2400, 2766, and 3065.

3. Postal clerks will compare the name on the mail with the name on the post office box before placing mail matter into that box. When the name on the mail does not match, the postal clerk will return the mail to the Military Post Office to determine the correct address.

a. First class to include priority, periodicals and parcel post will be taken to the Postal Service Center (PSC) directory system for further processing.

b. Bulk rate (presorted standard) mail with ancillary endorsement of RETURN SERVICE REQUESTED, FORWARDING SERVICE REQUESTED, or ADDRESS SERVICE REQUESTED will be taken to the PSC directory system for further processing.

c. Bulk rate (presorted standard) mail without ancillary endorsement or CHANGE SERVICE REQUESTED will be taken to the bulk rate screening point in the PSC Section.

d. Mail that is missing a return address or mail that has an insufficient return mailing address will be sent to the main Postal Directory for disposition.

4. When mail for a name not included on the post office box is received, endorse the mail "ATTEMPTED NOT KNOWN" and "Return to Sender."

5. A Postal Service Form 3907, Notice to Pick Up Package at Post Office, will be placed in receptacles receiving large articles or excessive quantities of mail. (Note: The "YELLOW" PS Form 3907, Notice to Pick Up Package at Post Office, is for parcels placed on shelves and the "PINK" PS Form 3907, Notice to Pick Up Package at Post Office, is for articles placed in the bins.)

6. The postal clerk preparing the PS Form 3907, Notice to Pick Up Package at Post Office, will also print the current date the package (parcel) was received and initial in the block provided.

7. The postal clerk preparing the PS Form 3907, Notice to Pick Up Package at Post Office, will date stamp the package (parcel) with the current date. The date reflected on the package (parcel) must match

the date written on the PS Form 3907, Notice to Pick Up Package at Post Office.

8. If an additional postal clerk verified the proper preparation of PS Form 3907, Notice to Pick Up Package at Post Office, include the verifying postal clerk DD Form 285, Mail Orderly/Clerk Appointment Card number next to the initials of the postal clerk that prepared the PS Form 3907, Notice to Pick Up Package at Post Office, and next to the all purpose date stamp on the package (parcel).